

In the Claims:

Please amend the claims as follows:

1. (currently amended) A method to carry out at least one of retrieving or accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in one of said control systems, the method comprising:

logging in to the control system by a maintenance user on site at the facility,

configuring a software entity recorded on a computer readable medium with an identity of the equipment, plant or process and an address of an internal user and an external expert, the software entity comprising links to information regarding all equipment, plant, and processes monitored and controlled by the control systems,

retrieving by the control system, utilizing the links, information associated with said equipment, plant or process with the configured software entity, the information comprising location in the facility, maintenance information, technical information, operational information, and contact information for at least one of internal users and external users having technical knowledge about the selected equipment, plant or process,

sending a message by the control system to the logged in maintenance user of an event or alarm related to the equipment, plant or process,

presenting or displaying by the control system to the maintenance user on a portable computing device at least information about the event or alarm for said equipment, plant or

process and a location of said equipment, plant or process,

utilizing by the maintenance user the information to locate said equipment, plant or process and to address the new event or alarm at the location of said equipment, plant or process,  
and

requesting contact by the maintenance user utilizing the portable computing device with at least one internal user or at least one external user about the equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information, identifying by the control system the at least one internal user or at least one external user based upon the event or alarm and the equipment, plant or process, providing contact by the control system with the at least one internal user or at least one external user and providing of information to the maintenance user by the at least one internal user or at least one external user to address the new event or alarm.

2. (cancelled)

3. (previously amended) The method according to claim 1, further comprising:  
assigning the new event or alarm for said equipment, plant or process to a maintenance user.

4. (previously amended) The method according to claim 1, further comprising:  
retrieving an address for an external user or expert and presenting the address to the maintenance user.

5. (cancelled)

6. (previously amended) The method according to claim 1, further comprising:  
establishing a shared display or shared computer application contact between the external user or expert and the maintenance user.

7. (previously amended) The method according to claim 1, further comprising:  
configuring a selected technical characteristic of the selected said equipment, plant or process with an indicator of a high, medium or low priority for returning the said equipment, plant or process to a normal state.

8. (previously amended) The method according to claim 1, further comprising:  
configuring a technical information link of component of a said equipment, plant or process with an identity of an internal user with access to relevant technical information.

9. (previously amended) The method according to claim 8, further comprising:  
configuring said equipment, plant or process with an identity of the internal user with dependent on information recorded in the internal user profile.

10. (previously amended) The method according to claim 8, further comprising:  
configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the internal user profile classified by any from the list of: responsibility, training, certified qualification, work experience.

11. (previously amended) The method according to claim 1, further comprising:  
attaching a user observation to the retrieved information associated with said equipment,  
plant or process as any from the list of: a text message, a video clip, a photograph, sketch, sound  
recording.

12. (previously amended) The method according to claim 1, further comprising:  
carrying out a repair, re-configure, re-programming or replacement of a faulty part of said  
equipment, plant or process based at least in part on technical information associated with said  
equipment, plant or process retrieved and/or presented utilizing the software entity.

13. (currently amended) A computer program product for at least one of retrieving or  
accessing information about an equipment, plant or process, comprising:

a non-transitory computer readable medium; and  
computer code means and/or software code portions recorded on the computer readable  
medium and executable by a computer or processor to perform a method comprising

logging in to the control system by a maintenance user on site at the facility,  
configuring a software entity recorded on a computer readable medium with an identity  
of the equipment, plant or process and an address of an internal user and an external expert, the  
software entity comprising links to information regarding all equipment, plant, and processes  
monitored and controlled by the control systems,

retrieving by the control system, utilizing the links, information associated with said  
equipment, plant or process with the configured software entity, the information comprising

location in the facility, maintenance information, technical information, operational information, and contact information for at least one of internal users and external users having technical knowledge about the selected equipment, plant or process,

sending a message by the control system to the logged in maintenance user of an event or alarm related to the equipment, plant or process,

presenting or displaying by the control system to the maintenance user on a portable computing device at least information about the event or alarm for said equipment, plant or process and a location of said equipment, plant or process,

utilizing by the maintenance user the information to locate said equipment, plant or process and to address the new event or alarm at the location of said equipment, plant or process, and

requesting contact by the maintenance user utilizing the portable computing device with at least one internal user or at least one external user about the equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information, identifying by the control system the at least one internal user or at least one external user based upon the event or alarm and the equipment, plant or process, providing contact by the control system with the at least one internal user or at least one external user and providing of information to the maintenance user by the at least one internal user or at least one external user to address the new event or alarm.

14. (cancelled)

15. (currently amended) A software architecture recorded on a non-transitory computer

readable medium for retrieving and accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, said architecture comprising at least one public interface, that a software entity of said architecture comprises

means for logging a maintenance user on site at the facility ~~logging~~ in to the control system,

means to configure an interface of a software entity representing characteristics of one or more components of said equipment, plant or process and an address of an internal user and an external expert,

an interface configured to access information about a known component in said equipment, plant or process, the information comprising location in the facility, maintenance information, technical information, and contact information for at least one of internal users and external users having technical knowledge about the equipment, plant or process,

means to send a message with the control system to a logged in maintenance user of an event or alarm related to the equipment, plant or process,

a display on a portable computing device for displaying to the maintenance user by the control system at least information about the new event or the alarm for said equipment, plant or process and a location of said equipment, plant or process,

means for utilizing by the maintenance user the information to locate said equipment, plant or process and to address the new event or alarm at the location of said equipment, plant or process, and

means to request with the portable computing device contact between the maintenance

user and at least one internal user or at least one external user about the equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information, to identify by the control system the at least one internal user or at least one external user based upon the event or alarm and the equipment, plant or process, to provide contact by the control system with the at least one internal user or at least one external user, and to provide information to the maintenance user by the at least one internal user or at least one external user to address the new event or alarm.

16. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve a unique ID or address for a workstation or similar of the internal users.

17. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for the internal users.

18. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for a remote or external user with access to relevant technical information.

19. (currently amended) A control system for an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and

control, wherein energy-related information and other data for each said device is stored in a said control system, the control system comprising:

a user log in configured for a user on site at the facility to log into the control system, one or more software entities comprising information associated with said equipment, plant or process and an address of an internal user and an external expert, the software entities comprising links to information regarding all equipment, plant, process monitored and controlled by the control systems,

means for retrieving the information associated with the equipment, plant or process, the information comprising location in the facility, maintenance information, technical information, and contact information for at least one internal user or at least one external user having technical knowledge about the selected equipment, plant or process,

means to send a message to a logged in maintenance user of an event or alarm related to the equipment, plant or process,

means to present or display to the maintenance user on the portable computing device at least information about the event or alarm for said equipment, plant or process and a location of said equipment, plant or process to permit the maintenance user to locate said equipment, plant or process and to address the new event or alarm at the location of said equipment, plant or process, and

means to request by a logged in user contact with at least one internal user or at least one external user about the selected equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information, to identify the at least one internal user or at least one external user based upon the event or alarm and the equipment, plant or process, to provide contact with the at least one internal user or at least one external user, and to



provide information to the maintenance user by the at least one internal user or at least one external user to address the new event or alarm.

20. (cancelled)

21. (previously presented) The method according to claim 1, wherein the maintenance information comprises at least one of service history or service documentation.

22. (previously amended) The method according to claim 1, wherein the information further comprises system data, user data, object data, technical information, specification, supplier information; a user knowledgeable about the selected equipment, plant, or process; a user responsible the equipment, plant, or process; users trained about the equipment, plant, or process; technical drawings of the equipment, plant, or process; contact information regarding users of the equipment, plant, or process; or safety information regarding the equipment, plant, or process.

23. (cancelled)